IPNT calls to selected [destinations] agent addresses at the at least one call center; [and]

[a call center remote from the call-processing system, the call center comprising a second processor coupled to a plurality of computer platforms at operator workstations and adapted to route IPNT calls to individual ones of the computer platforms, and also connected to WAN;]

[wherein the second processor is adapted to monitor activity of the call center on a transaction by transaction basis, to process the activity information according to selected routines, and to continuously communicate the processed activity information to the first processor over the WAN, and wherein the first] characterized in that the SCP processor uses [the processed] activity information, including one or more of call volume, agent status, and agent skills, received from the at least one call center to select [destinations] the agent addresses at agent workstations in the at least one call center to route the incoming IPNT calls.

B1

7. (Amended) The IPNT call-routing system of claim 6 wherein the [first ] SCP processor communicates with [the second] a Computer Telephony Integration (CTI) processor at the at least one call center by TCP/IP protocol.

Sub H2

8. (Amended) The IPNT call routing system of claim [6] 7 wherein the [first] CTI processor and the plurality of computer platforms are connected on a local area network at the call center.

B2

9. (Amended) The IPNT call routing system of claim 8 [wherein] further comprising a data server processor is connected to the LAN, the data

server processor running an instance of a database comprising data associated with customers placing incoming calls to the call routing system.

10. (Unchanged) The IPNT call routing system of claim 6 wherein the WAN is the Internet.

11. (Amended) An Internet Protocol Network Telephony (IPNT) call processing system [adapted] for routing incoming calls to at least one agent workstation in an IPNT-capable call center, [computer platforms at operator agent workstations,] comprising:

an Internet routing server adapted to route IPNT calls; and

a database connected to the Internet routing server [adapted for] receiving and storing processed information about transactions including at least one of call volume, agent status, or agent skills at the remote IPNT call center [centers continually on a transaction by transaction basis];

wherein the Internet routing server is adapted to select final destinations for the incoming calls [at the operator workstation computer platforms] based on the stored processed information about transactions at the remote IPNT call centers.

12. (Unchanged) The call processing system of claim 11 wherein the [Internet routing server] database [is adapted to receive] receives the processed information in TCP/IP protocol over the Internet.

Cancel claim 13.